

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| In re application of: <b>Hughes et al.</b>     | § Group Art Unit: <b>3623</b>                 |
| Serial No.: <b>10/644,677</b>                  | § Examiner: <b>Robertson, David</b>           |
| Filed: <b>August 20, 2003</b>                  | § Confirmation No.: <b>6446</b>               |
| For: <b>Management of Support Center Calls</b> | § Attorney Docket No.: <b>END920030069US1</b> |

37945

PATENT TRADEMARK OFFICE  
CUSTOMER NUMBER

Commissioner for Patents  
P.O. Box 1450  
Alexandria VA 22313-1450

**RESPONSE TO OFFICE ACTION**

Sir:

No fees are believed to be required. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0457.

A one month extension of time is believed to be necessary. I authorize the Commissioner to charge the one month extension fee of \$130.00 to Yee & Associates, P.C. Deposit Account No. 50-3157. No additional extension of time is believed to be necessary. If, however, an additional extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to Yee & Associates, P.C. Deposit Account No. 50-3157.

In response to the Office Action of July 1, 2008, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 6 of this paper.